



*"People
helping people
help
themselves"*

Mitchell E. Daniels, Jr., Governor
State of Indiana

Indiana Family and Social Services Administration

402 W. WASHINGTON STREET, P.O. BOX 7083
INDIANAPOLIS, IN 46207-7083

E. Mitchell Roob Jr., Secretary

November 29, 2006

Dear Division of Family Resources client:

You may see stories— on TV, in the newspaper, or elsewhere – about FSSA and the changes we are going to make to serve you better. I am writing to let you know that **nothing will change right away**, and you will still have access to a local office in your county when you need help.

Before any change affects you, we will send you a letter, post notices in our local offices, and let other organizations in your community know how they can help spread the word.

After months of review, the state has completed contract negotiations with a team of companies led by IBM to provide public assistance services, and today, Governor Mitch Daniels will announce a date for a public hearing on that contract. The contract can be found online at <http://www.in.gov/fssa/transformations/edp/edp/index.html>. The hearing will be Friday, December 8, 2006. After this hearing, the governor will review the comments received and make the final decision about moving forward on this project.

I believe the contract will make our system easier for families like yours to apply for the services they need – Food Stamps, Medicaid, TANF (cash assistance) and child care vouchers.

As you may have experienced, our current system needs major improvement. We will change the way we do things during the next year-and-a-half to make it easier to apply for our services. Two years from now, we'll have the following:

- An office in every county
- 24 hours a day, 7 days a week Internet, fax and phone application services
- Fewer office visits
- Specialized caseworkers who will have more time to spend with families

I am excited about these proposed changes. For more information on the Division of Family Resources' eligibility system, you can look on the Internet: <http://www.in.gov/fssa/pdf/eligibilitymodernization0806.pdf>. If you have questions, you can ask your caseworker on your next visit or call 1-800-622-4932.

We look forward to serving you and a million other Hoosiers better.

Sincerely,

E. Mitchell Roob Jr.
Secretary FSSA
State of Indiana

